

✓ **ALVIN Y. SAGUM**

📍 Pampanga, Philippines

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PROFESSIONAL SUMMARY

Results-driven professional with over 10+ years of experience in customer service, account coordination, financial data analysis, and AI data annotation. Currently working remotely as a Content Moderator and AI Data Annotator, specializing in object labeling, segmentation, and video annotation to support machine learning systems.

Highly detail-oriented, reliable, and experienced in working independently in a remote environment. Proven ability to maintain high accuracy, meet performance targets, and support international clients. Seeking a long-term remote role as a Virtual Assistant, Data Annotator, or Customer Support Specialist.

CORE COMPETENCIES

- Administrative Support & Remote Task Management
- AI Data Annotation & Labeling
- Customer Support (Email, Chat, Voice)
- Data Entry & Online Research
- Content Moderation
- Client Communication
- Time Management & Remote Work
- Attention to Detail & Quality Assurance

TOOLS & PLATFORMS

- Microsoft Excel / Google sheets
- Google Docs / Google Drive
- Gmail / Outlook
- Data Annotation tools (SRT and MultiMango)
- Basic HTML / Web Tools

PROFESSIONAL EXPERIENCE

Content Moderator & AI Data Annotator (Remote)


TaskUs Philippines

📅 *November 2020 – Present*

- Perform content moderation while ensuring compliance with platform policies and community standards
- Execute **AI training and data annotation tasks**, including object detection, masking, and segmentation
- Maintain **95–98% accuracy** in content moderation and AI data annotation
- Label objects and annotate human movements in video datasets to support machine learning models
- Consistently meet daily productivity targets in a high-volume environment
- Handle sensitive and confidential materials with professionalism
- Meet strict productivity and quality KPIs consistently in a fully remote setup
- Collaborate with QA teams and follow detailed annotation guidelines

Account Coordinator


MicroSourcing Philippines Inc. (Australian Client under Salmat Australia)

 July 2015 – July 2020

- Managed email-based requests from Australian account managers in a remote support setup
- Handled booking, scheduling, and coordination of distribution campaigns
- Prepared quotations and processed client job requirements
- Conducted area research and mapping for targeted marketing distribution
- Communicated with clients and internal teams to ensure timely delivery
- Performed administrative tasks with high accuracy and attention to detail

Leads Researcher


Optimum Source Inc. (Haymarket Media Project)

 March 2015 – June 2015

- Conducted research and generated accurate company and contact data
- Verified information through outbound calls and online research
- Delivered high-quality leads for marketing campaigns

Customer Service Representative


Transcom Asia (Comcast Account)

 September 2014 – December 2014

- Assisted US customers with technical and billing concerns
- Provided troubleshooting support for internet and cable services
- Maintained high customer satisfaction and service quality

Financial Data Analyst

International Data Conversion Solutions, Inc.

 May 2008 – July 2014

- Analyzed and encoded financial data for UK clients
- Processed financial statements including income, expenses, and liabilities
- Prepared and sent reports to creditor banks
- Ensured data accuracy, integrity, and confidentiality

EDUCATION

Information Technology

AMG Skilled Hands Technological College

 2006 – 2008

TECHNICAL SKILLS

- Microsoft Office (Word, Excel)
- Adobe Photoshop
- Basic HTML
- Data Annotation Tools (Image & Video Labeling)

ADDITIONAL INFORMATION

- ✓ 5+ years experience working in a fully remote (work-from-home) setup
- ✓ Experienced with US, UK, and AU clients
- ✓ Typing Speed: ~35 WPM (98% accuracy)
- ✓ Available for full-time remote work

